



JOB SPECIFICATION

Code 14230

FIXED ROUTE ASSISTANT SUPERINTENDENT

Grade PM 132

General Purpose

Under direction, assist in planning, coordinating and supervising transit fixed route operations to ensure timely, efficient and safe customer service.

Typical Duties:

Assists in planning, organizing and coordinating and direct transit fixed route operations through subordinate supervisors to ensure timely, efficient and safe customer service. Involves: Provide guidance and direction to subordinate supervisors in route and shift coverage to ensure timeliness of service, customer satisfaction and compliance with safety requirements set forth by Federal Transit Administration (FTA) regulations and motor carrier requirements. Monitor daily operations, meet with route supervisors on service-related issues such as road closures or special assignments, maintain and analyze complaint files for service improvement. Issue written or oral instructions to transit route supervisors and dispatchers. Monitor overtime and other operating expenses. Oversee and monitor fixed route to ensure sufficient staffing to facilitate orderly movement of passengers.

Investigate and respond to complaints from public officials, other departments or the general public. Involves: Provide accurate information to inquiries, and respond to complaints, including complaints from individuals who may be irate. Ensure that accidents or complaints are properly investigated. Represent the City in administrative hearings. Interact with other departments, supervisors, co-workers and the public.

Supervise assigned personnel. Involves: Assign, schedule and monitor work. Appraise employee performance and review subordinates' appraisals. Provide for training and development. Counsel, motivate and maintain supervisor-subordinate harmony. Identify and resolve staff differences, conflicts and deficiencies. Investigate grievances, take statements and make recommendations. Interview applicants. Recommend hiring, discipline, termination, merit pay or other employee status changes. Enforce personnel rules and regulations, and work behavior standards firmly and impartially. Monitor and ensure equitable distribution of overtime. Promote the observation of safe work practices. Monitor sick leave abuse, oversee vacation sign-up.

Perform related managerial or supervisory duties as required. Involves: Perform duties immediate supervisor or subordinates to ensure continuity of operations. Respond to serious accidents or emergencies to ensure proper investigation. Attend meetings to represent the department, such as Citizens' Advisory Board, or workers' compensation hearings.



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Knowledge, Skills, and Abilities

- Application of considerable knowledge of mass transit operations including scheduling, maintenance, dispatch and safety and federal, state and local laws, regulations, rules and ordinances related to commercial transit operations including accessibility legislation.
- Application of considerable knowledge of supervisory techniques and pertinent federal, state and local rules and regulations, including FTA drug and alcohol policies.
- Application of considerable knowledge of customer service and public relations practices and procedures.
- Application of some knowledge of computer hardware and software pertinent to transit operations.
- Interpret and analyze technical data and information for decision-making and reporting purposes.
- Establish and maintain effective working relationships with other departments, supervisors, employees and the general public.
- Safely operate City vehicle.
- Prepare and maintain detailed records in an automated environment.
- Clear and concise oral and written communication.

Other Job Characteristics

- Subject to recall for emergencies.
- Deal with news media as necessary in the absence of the Director and Superintendent of Operations.
- Occasional exposure to shop and extreme weather conditions.

Minimum Qualifications

Education and Experience: Equivalent to a combination of an Associate's degree in business or public administration or a related field, and four (4) years transit operations experience, including two (2) years in a supervisory capacity.

Licenses and Certificates: Valid Texas Class "C" driver's license or equivalent from another state.

Special Requirements: Positions requiring a CDL or positions of a safety sensitive are subject to drug and alcohol testing in accordance with federal regulations.

Human Resources Director

Department Head